



CONSUMER ALERT

Michigan's "Do Not Call" List

Michigan residents can now register for the Federal Trade Commission's (FTC) Do Not Call Registry by phone or on-line. Registration is free. Michigan residents that sign up for the federal registry are automatically placed on the state's Do Not Call list. To register by phone, consumers should dial 1-888-382-1222 from the phone number they want to place on the registry. Consumers wishing to register on-line, should go to the FTC's Do Not Call website at www.donotcall.gov. The on-line registration process requires an active e-mail address. If you register on-line, the FTC will send you an e-mail message with a link in it. You need to click on the link in the e-mail within 72 hours to finalize your registration. You may need to provide limited personal information for confirmation. If you do not have an e-mail address, you can register by phone.

Some Reported Problems...

Some consumers have reported that they never received a confirmation e-mail from the FTC after attempting to register on-line. If you do not receive a confirmation e-mail within 24 hours after trying to register your phone number, you should register again – you may have entered your e-mail address incorrectly. If you still don't receive a confirmation e-mail, you should register by telephone. It is suspected that some servers are viewing the confirmation e-mail as "junk" or "spam" and automatically deleting it.

Complaints

In September, telemarketers will have access to the Do Not Call list. The FTC and the state of Michigan will start to enforce the list in October of 2003. Complaints can be filed 90 days after a consumer has registered for the list and cannot be filed prior to October 1, 2003.

Some Exceptions

Although registration is designed to prevent most unwanted telemarketing calls, it will **not** stop all sales calls:

Michigan Exemptions

The following types of organizations and businesses are exempt from the Do Not Call List law:

- Charitable organizations
- Public safety organizations
- Companies with which a person has previously conducted business unless the customer has specifically requested to be added to that company's do-not-call list
- Businesses that request face to face meetings but do not urge the customer to make a decision regarding a purchase at the time of the call
- Companies that have the recipient's prior consent
- Companies that do not encourage the purchase, rental or investment in goods or services, such as companies conducting a survey or seeking a donation or contribution

Federal Exemptions

- Charitable organizations
- Political organizations
- Organizations with which you have an established business relationship can call you for up to 18 months after your last purchase, payment or delivery – even if your name is on the national Do Not Call Registry. If you ask a company not to call you, it must honor your request, even if you have an established business relationship.
- Companies to which you've made an inquiry or submitted an application can call you for three months
- Companies that do not encourage the purchase, rental or investment in good or services, such as companies conducting a survey or seeking a donation or contribution

Banks, long-distance phone companies and airlines are currently exempt from the Do Not Call Registry requirements. However, most telemarketing calls are placed by professional telemarketing companies, which are not exempt, even if they're calling on behalf of an exempt company. The bottom line – most professional telemarketers cannot call you if you are on the registry. In addition, the Federal Communications Commission (FCC) has begun a rulemaking proceeding that would extend the National Do Not Call Registry to many of the businesses that are exempt from the Federal Trade Commission coverage.

The MPSC publication, [You Do Have Control Over Who Calls You – How To Reduce Telemarketing Sales To Your Home](#), provides additional information on dealing with telemarketing calls.

Register for the Do Not Call list:

By Telephone – 1.888.382.1222

On-line – www.donotcall.gov